

TL103036

Revised: 20-Dec-2011

Telma Desktop Software Installation

SUBJECT:

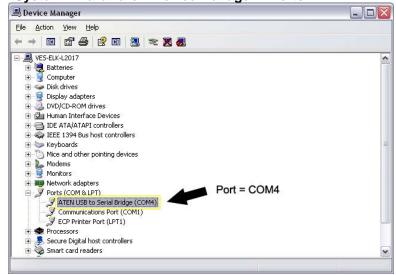
Installing and Configuring the Telma Desktop Software

Products Affected:

Telma Control Module (TIG31062)

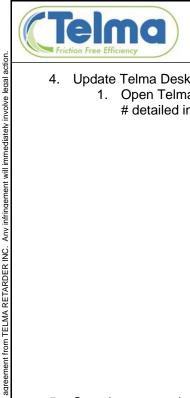
Installing Telma Desktop Software:

- 1. Download the Telma Desktop Client from Telma website: <u>www.telmausa.com</u> > Tech Website > Tech Support > Service Manual > Section 2 > Part H > <u>Telma Desktop ZIP file</u>
- 2. Unzip file, and install Telma Desktop EXE file. You may need to update Microsoft .NET on your computer, the file to update this is also included in the ZIP file.
- 3. USB to Serial Port Number. Locate the USB to Serial adapter port (COM) number:
 - (For help with installing the *TIG01027 USB to Serial adapter* driver, see *Page 2*)
 - On your PC, click Start > Run and type "devmgmt.msc" and click Ok. Then under Ports find your USB to Serial device from the list, and look for the port Number (example image below: Port = COM4)
 - Alternatively you can get to your Device Manager through the Control Panel: Click Start > Control Panel > System > Hardware > Device Manager > Ports



NOTE: If you do not configure the COM port number correctly the Telma Desktop software will display an error that it cannot connect to the port, or the port does not exist. If your computer is equipped with a built-in Serial port, the port number is usually COM1. USB to Serial cables create a new COM port according to what is available, and may change when your computer is restarted.

Error	
♪	Could not open COM Port: The port 'COM6' does not exist.
	ок



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- 4. Update Telma Desktop with the USB to Serial port #.
 - Open Telma Desktop, click File > Configuration and in the Port: dropdown box, choose the Port # detailed in your Device Manager. For example we choose COM4, shown in image below:

T Configuration - Teln	na Desktop Client	
COM Port		
Port:	COM4	~
Log File:		Browse
	Enable Logging	
Advanced		
Engineerin	9 Off	~
·	Ok Apply	Cancel

- 5. Start the communication between the Telma Desktop and the Telma Control Module. Make sure the TRCM is powered and click the "**Start**" button in the Telma Desktop Client. Then look for a green checkmark under the "**Data Status**" and "**CAN Status**".
 - 1. **Data Status** is the connection between the Telma Desktop Client and the TRCM. If this shows a green checkmark, then the communication between the TRCM and your computer is good.
 - 2. CAN Status is the communication between the TRCM and the vehicle CAN Bus. Green checkmark means the TRCM is configured to use CAN, but does not mean it is getting valid CAN data. If there is a red circle, that means the TRCM is not configured for CAN, CAN is set to Off". You may also see the CAN data to make sure the TRCM is receiving CAN data by going back to File > Configuration and choosing "On" under the Advanced Engineering mode. This option displays the Raw CAN Bus under the "Diagnostics" tab. If all columns have blank data (N/A or 0), no CAN information is being received by the TRCM.

Installing the USB to Serial Adapter Driver (P/N TIG01027)

- 1. Insert the disc that came with your adapter wire, or download the driver from www.telmausa.com.
- 2. Locate the driver files for your operating system:
 - 1. Drivers are located in the "IOC" folder on the disc.
 - or
 - 2. Unzip the <u>TIG01027-USB-Serial-Drivers.zip</u> file to your desktop.
- 3. Plug in the USB to Serial adapter into a USB port of your computer and the Found New Hardware Wizard should start. Select "No, not this time" when asked to connect to Windows Update to search for the software.

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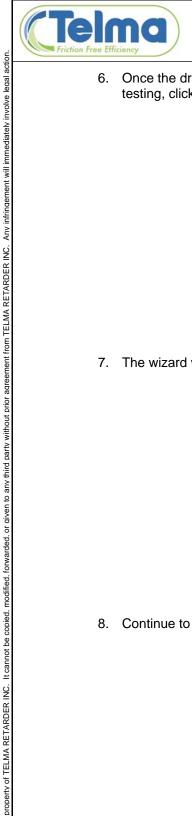


4. Select "Install from a list or specific location (Advanced)"

ound New Hardware Wiz	ard
	This wizard helps you install software for: ATEN USB to Serial Bridge
	If your hardware came with an installation CD or floppy disk, insert it now.
	What do you want the wizard to do? Install the software automatically (Recommended) Install from a list or specific location (Advanced)
	Click Next to continue.
	< <u>₿</u> ack <u>N</u> ext > Cancel

5. Select "Search for best driver in these locations, and select "Include this location in the search". Then click "Browse" and select the location of your drivers from Step 2, either on the CD or your desktop.

Please	choose your search and installation options.
<u> </u>	earch for the best driver in these locations.
	se the check boxes below to limit or expand the default search, which includes local aths and removable media. The best driver found will be installed.
P	Search removable media (floppy, CD-ROM)
	Include this location in the search
	C:\Documents and Settings\user\Desktop\TIG0102 V Browse
0	on't search. I will choose the driver to install.
	hoose this option to select the device driver from a list. Windows does not guarantee the e driver you choose will be the best match for your hardware.
	<u>Back</u> <u>N</u> ext> Cancel



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6. Once the driver is found you may get a notice that the driver has not passed Windows Logo testing, click "Continue Anyway".

Har dwa	re Installation
1	The software you are installing for this hardware: ATEN USB to Serial Bridge
	has not passed Windows Logo testing to verify its compatibility with Windows XP. (<u>rell me why this testing is important</u>) Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
	Continue Anyway STOP Installation

7. The wizard will install the drivers, click "Finish" when complete.

	Completing the Found New Hardware Wizard The wizard has finished installing the software for:
L.	Click Finish to close the wizard.

8. Continue to Step 3 of Installing the Telma Desktop Software on Page 1 if needed.

If you have any questions, contact Telma customer support at 800 797-7714, go to the Telma Web site at <u>www.telmausa.com</u>, or send an email to engineering@telmacse.com with your questions 24 hours a day / 7 days a week.

exclusive

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